Contract Operations Update

From Country Teams to Field Support Teams

Presented By:

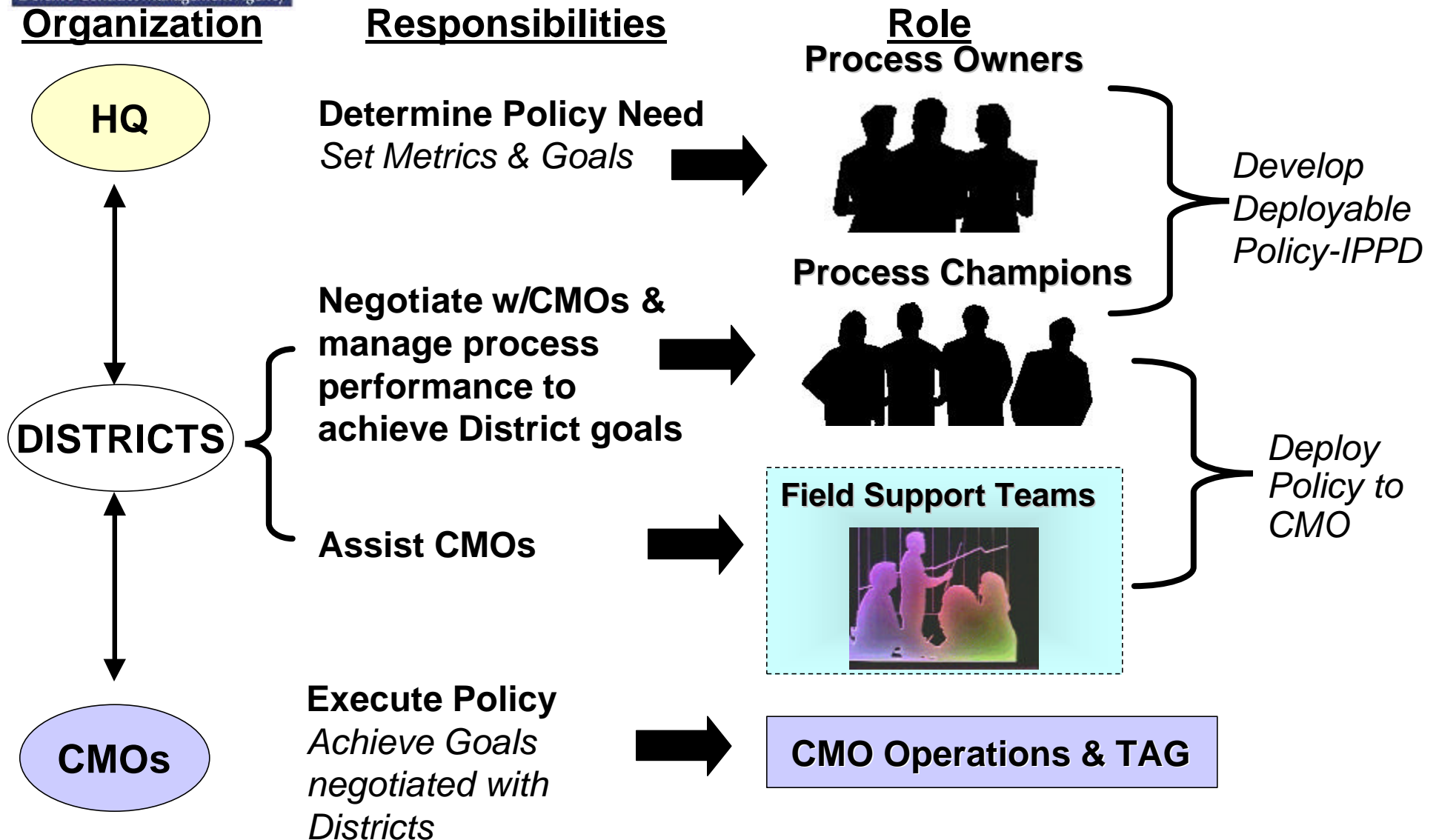## Norris Nereng,
DCMDI Operations Director

Agenda

- Why the transition?
- What is a "FST?"
- How does the FST work?
- What does the FST do for you?
- What are FST performance indicators?
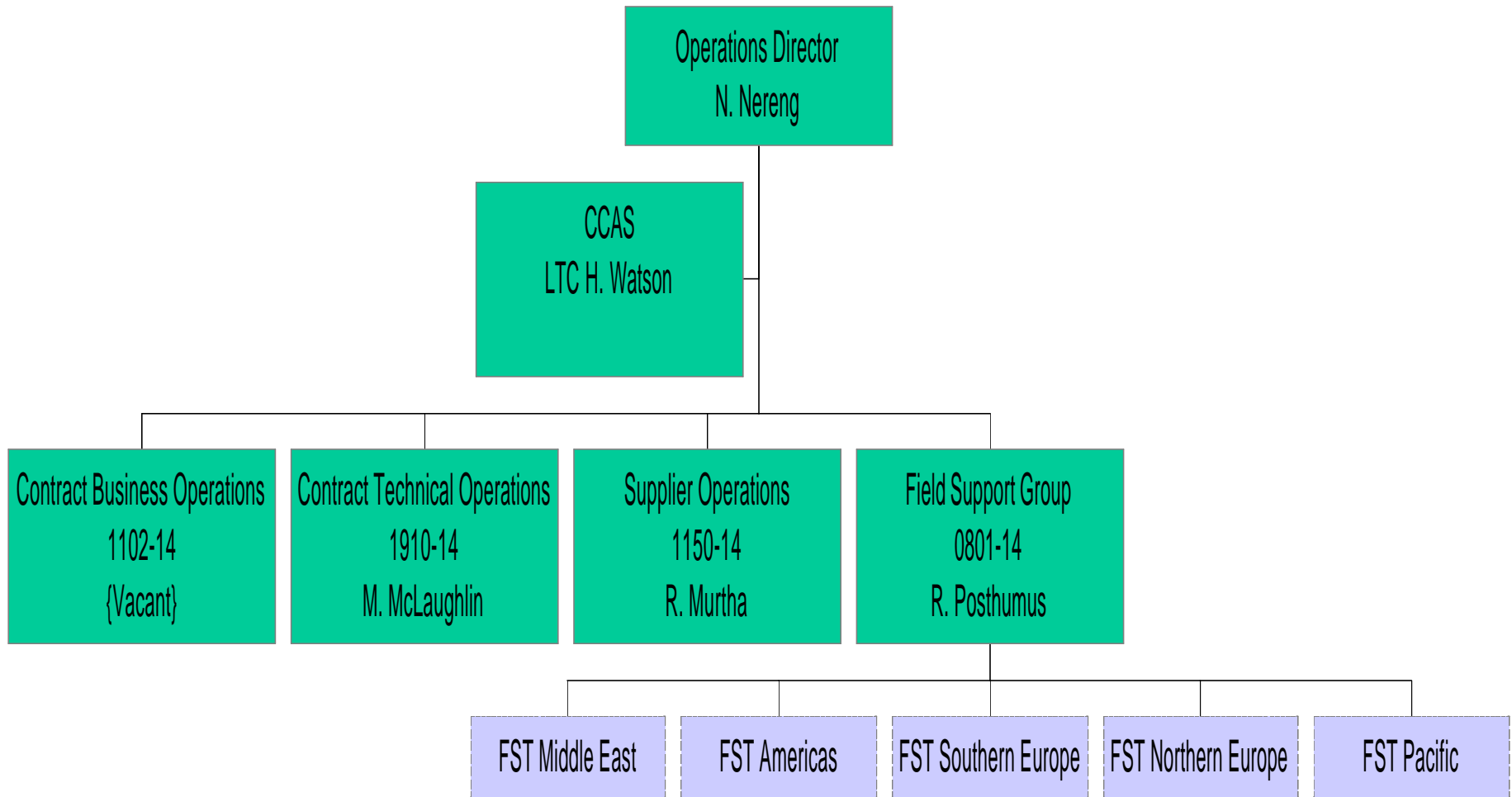- What is the CMO role?
- Summary

Why the Transition?

- Result of DCMA Organizational Realignment
  - ➢ Establish District Program Integration Directorate
  - ➢ Standardize HQ and District Organizational Structure

- Greater Focus on CMO Support
  - ➢ CMO Support is #1 Priority
  - ➢ Provide Multi-functional, Technical Expertise
  - ➢ Provide Assistance and Training

Concept Of Operations
Operations Directorate

DCMA
Defense Contract Management Agency

Organization

<u>**Organization**</u>

HQ

DISTRICTS

CMOs

Responsibilities

<u>**Responsibilities**</u>

Determine Policy Need
Set Metrics & Goals

Negotiate w/CMOs & manage process performance to achieve District goals

Assist CMOs

Execute Policy
Achieve Goals negotiated with Districts

Role

<u>**Role**</u>
Process Owners

Process Champions

Field Support Teams

CMO Operations & TAG

Develop Deployable Policy-IPPD

Deploy Policy to CMO

DCMDI
Operations Directorate Structure

DCMA
Defense Contract Management Agency

Operations Director
N. Nereng

CCAS
LTC H. Watson

Contract Business Operations
1102-14
{Vacant}

Contract Technical Operations
1910-14
M. McLaughlin

Supplier Operations
1150-14
R. Murtha

Field Support Group
0801-14
R. Posthumus

FST Middle East

FST Americas

FST Southern Europe

FST Northern Europe

FST Pacific

What is a "FST?"

- Focal Point for Majority of CMO Issues
- Facilitates Policy Deployment
- Assists and Facilitates IT Application Deployment
- Assists in Performance Goal Achievement
- Multifunctional Team
  - ➢ Membership includes OC, FB, and PI reps
- SICM Program Management Authority

How Does the FST Work?

- Develops Annual CMO Corporate Support Plan

- Functions as CMO Resource to Identify and Address Improvement Opportunities

- Conducts Recurring Meetings with CMO Representatives

What Does the FST Do For You?

- Assist in Resolving Problems
  - CMO Advocate in executing DCMA Policy
  - Functional Training
- Staff Support Role
  - Provide functional/technical guidance
  - 'On the Ground' at CMO
- Address Competency Gaps
  - Work with CMO in developing strategy to address gaps
  - Assist CMO in successfully executing strategy

What are FST Performance Indicators?

DCMA
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- IOA Results

- Overarching CMO OFIs
  - identified thru IMS process, joint MCRs, staff assistance visits, etc.
  - FST assists CMO in developing risk management plan
  - FST assists CMO in achieving steps to address OFI

- Efficiency Goals
  - Average action item turnaround
  - Aged outstanding action items

- Customer Survey

What is the CMO Role?

- Communicate FST 'support and assistance' role to workforce

- Designate CMO lead/team to coordinate FST activities

- Ensure appropriate and responsive CMO participation

Summary

DCMA
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- FSTs provide assistance and training to CMO
- FSTs are a CMO resource to address competency gaps
- Annual Corporate Support Plan outlines support FST and OPS will provide to CMO
- Provides Functional Support for IT applications
- Questions/Discussion